



Job Title:	Website Content and Change Officer [Ref: 402-18]
Salary:	c. £29,598 per annum (depending on skills & experience)
Location:	London
Job Type:	23 Months Fixed-Term Contract
Closing Date:	31st May 2018
Interview Date: 1	9th June 2018

Purpose of Role

To assist with delivering NS&I's agreed operational requirements. Coordinate and facilitate change across NS&I's estate of websites and act as supporting business partner for website content change across business units. Work with colleagues in NS&I to support the drive to direct channels. Coordinate and implement website changes and enhancements to support NS&I in fulfilling our objectives for driving traffic to the internet channel. Focus on BAU web change delivery, providing advice to internal Retail and B2B stakeholders. Take an active role on web related projects, providing web content advice and expertise. Work with colleagues in contributing ideas towards content creation.

Key Responsibilities

- To resolve service delivery issues with external third party suppliers (eg. Web spiders and external brand agency) as appropriate.
- To provide support with delivery of BAU content change through use of the Content Management System (CMS).
- Keep a thorough log of BAU / current project progress for business continuity.
- To support the impact of strategic and operational Internet Channel developments on NS&I's websites.
- Represent the Digital Operations team in meetings (eg. project meetings) related to NS&I's websites.
- To attend regular meetings with Retail, HR, Press & Media and other partners to ensure that Internet content changes are delivered as required.
- Recommend website content improvements or amends to webpage content owners, defining remedial action and drafting new content, where website information is outdated, incorrect or non-compliant.
- Analyse web performance and make recommendations for improvements to the Internet Assurance Manager and Retail / B2B teams.
- Ensure consistent compliance practices are applied on the website.
- Contribute to regular reviews and analysis to provide reports and recommendations to stakeholders.
- Apply customer experience principles, accessibility enhancing and other methods of good practice in industry to any proposed changes.
- Deliver final deployment of all in-house approved assets (images, PDF's, content, pages etc).
- Ensure that the website is optimised to enhance the user experience.
- Provide support to the Internet Assurance Manager for ad-hoc tasks as required.
- Observe Twitter activity and relay important updates or recommendations to the Internet Assurance Manager or to the Retail CX team, if the Internet Assurance Manager is unavailable.
- Monitor NCC webpage tracker and ensure daily activation of screen.
- Proof-read and deploy content on all websites including the NSandI.com, Corporate, Financial Adviser and B2B sites.
- Occasional support and deployment outside core business hours for business critical website changes.

- Preparation and coordination of out-of-hours deployment messaging for Web spiders via Atos Service Management or relevant Project Manager.
- Coordinate, oversee and arrange deployment of live service messages on the website.
- Ensure the Web Handover Process is current and up to date.
- Ensure adherence to Web Accessibility Standards.

Person specification

Essential qualifications

- Completed IT degree (or gap year student). Or Apprentice training in IT / online services

Essential experience

- Previous exposure to Content Management Systems (ideally Drupal, WordPress),
- HTML, Advanced CSS, JavaScript skills, Photoshop image manipulation.
- Some relevant work experience in content creation and editing.
- Issue and project tracking software such as Atlassian Jira.
- Experience of using Web trends.

Essential technical knowledge and skills

- Excellent relationship management skills
- Strong verbal and written communication skills
- Strong customer focus coupled with proven experience of delivering results
- Good time and workload management skills to handle changing priorities
- Organised, thorough and auditable log of BAU and project work.
- Strong interpersonal skills to work in cross-functional teams, both internal and external
- Strong knowledge and skill in Excel

Desirable qualifications, experience and technical knowledge / skills

- Previous content co-ordination skills in a public sector or financial services environment.
- Experience of using Google analytics.
- Experience of using Hootsuite.
- Demonstrable understanding of what makes for a good online customer experience.
- Basic knowledge of Agile project management methodology.
- Experience of content creation, proof reading and image manipulation (eg. Photoshop).

NS&I as an Employer

Based in Pimlico, London NS&I offer a competitive benefits package including 25 days holiday, an attractive pension scheme, additional days leave for volunteering, subsidised membership to a gym of your choice and online discounts for leading retailers. The selection process for this role will involve a competency-based interview and test (Attention to detail skills test).

Competencies and values

Please read in conjunction with the NS&I Behavioural Based Competency Framework and give examples relevant to the role.

Communication	Level (1-5)	2
• Place importance on the impact of my communication by tailoring the technical content so others can fully understand. • I will facilitate discussion to solve problems that may hold up the progress of a piece of work to ensure pace of delivery for internet related changes.		
Customer focus	Level (1-5)	2
• Evaluate the needs of the customer experience through the enhancement of the sales process and customer facing content. • Take part in decision making for service quality with Atos when it comes to internet related change.		
Delivering results	Level (1-5)	1
• Take action to ensure website content updates are delivered in a timely manner and of the highest quality. • Ensure any changes to the website are documented clearly to our web supplier thus allowing delivery of results within budget and timescales.		
External focus	Level (1-5)	1
• To brief and steer third party suppliers to understand NS&I's requirements for website change. • Take intermediary steps to ensure Atos and the web development agency co-work harmoniously to deliver NS&I's request for change.		
Improving business performance	Level (1-5)	1
• Bring expert advice to meetings where there is impact to the website. Take responsibility to adapt to change across the business and analyse where impact will be felt most across the digital team's resource and capability. • Highlight and resolve inefficiencies in the web team's process for handling change.		

Leadership	Level (1-5)	1
• Take an active role at project meetings to coordinate change to the website. • Support the Internet Assurance Manager and maintain focus of the digital team's role and responsibilities.		
Solving problems and making decisions	Level (1-5)	2
• Be the Subject Matter Expert and go to person for internet related issues / fixes / changes. • Take appropriate action to step in and resolve any hold-ups throughout the course of a change or project life-cycle.		
Teamwork	Level (1-5)	1
• Contribute to cross functional decision making, problem solving and project work for internet related change. • Assist stakeholders across the business with Internet driven initiatives constructively and assertively.		